

## **CITY OF BURBANK**

### **CUSTOMER SERVICE REPRESENTATIVE III**

#### **DEFINITION**

Under direction, to perform a variety of complex customer service duties and office work; and to do related work as required.

#### **ESSENTIAL FUNCTIONS**

Greets the public in person and over the telephone; accepts bill payments and prepares and issues receipts; makes appropriate payment extensions and payment arrangements; accepts and prepares applications and closing orders for utility services; prepares and balances deposit slips of cash and checks as required; advises customers on proper procedure to obtain utility services; locates and explains data on file in response to inquiries; coordinates with other departments for delivery of service; responsible for complex clerical functions requiring discretion and specialized knowledge; reviews and edits outgoing materials for clarity, correct spelling, punctuation and grammar, proper form, and completeness; uses computer terminal to enter, modify, or retrieve data; explains difficult procedures and interprets regulations; promotes City programs and services; maintains inventory of supplies; balances cash and receipts; performs functions of Customer Service Representative I and Customer Service Representative II; drives on City business.

#### **MINIMUM QUALIFICATIONS**

##### **Employment Standards:**

- Knowledge of - cash accounting procedures; basic principles of customer service and utility services; modern office methods, procedure and equipment; general clerical procedures; English usage, spelling, grammar, and punctuation; basic arithmetic; municipal organizations; principles of credit and collection work; methods of receiving and accounting for payments.
- Skill in - accuracy and integrity in handling cash.
- Ability to - organize and maintain record keeping systems; understand, interpret and explain a wide variety of oral and written technical procedures and policies; operate a variety of office equipment, including word processor, calculator, and computer terminal; perform assigned office tasks; read and record figures accurately; make calculations rapidly and accurately; understand and carry out oral and written directions; perform basic mathematical computations; communicate effectively, both orally and in writing; keep financial and statistical records; count cash rapidly and accurately; operate a data entry device with accuracy and speed; understand and explain a wide variety of technical procedures and policies; establish and maintain effective working relationships with supervisors, fellow employees and the public.

**Education & Training:** High school graduation or equivalent and three years of recent experience in customer contact work, and one year of recent experience in data entry, cashiering or financial clerical work.

**License & Certificates:** A valid California Class "C" driver's license or equivalent at time of appointment; type accurately from clear copy at a speed of 45 net words per minute.

#### **SUPPLEMENTAL INFORMATION**

None.